

REMINGTON ARMS COMPANY, INC.

INTER-DEPARTMENTAL CORRESPONDENCE

Remington

PETERS

"CONFINE YOUR LETTER TO ONE SUBJECT ONLY"

Bob,
For your info.

February 22, 1979

TO: E.G. LARSON *Jack*
FROM: E.F. SIENKIEWICZ
SUBJECT: RIFLES RETURNED FOR FIRE ON SAFE RELEASE

2-26-79

2/23/79
Alma

Since the Model 600 recall, hundreds of people owning Model 700 and other model firearms have contacted Remington alleging that their guns have fired when pushing the safety from on safe to off safe position without touching the trigger.

To date, all such inquiries have been handled by requesting the rifle be returned to Ilion for examination and repair at no charge.

Examinations of the returned guns received at Ilion have revealed no factory defects. All problems that have been found are due to customers tampering with the trigger adjusting screws, over oiling, (I.E. motor oil, salad oil, etc.) and other unauthorized alterations.

Several models returned are old obsolete Models 721, 722 rifles, some being 30 years old, that are worn from hard use, including the trigger assemblies. We do not have any replacement assemblies for these models; therefore, requiring extensive alterations to present Model 700 trigger assemblies for installation at no charge.

Each firearm returned requires 20 minutes examination time for each of three (3) engineers and \$25.00 to \$30.00 Arms Service charges for time and parts to make the repairs, totaling approximately \$50.00 to \$55.00 per gun on a no charge basis.

I believe that we should review this problem with our Legal Department and, if possible, reword our letters to customers on these alleged incidences to read: "Return your rifle for our examination and, if the rifle is found to be factory defective, the repairs will be made at no charge." If these guns have been tampered with, neglected, or parts are worn because of long usage, the customer should be responsible for the repairs.

In order to put this problem into proper prospective, 500 guns returned, examined and repaired on a no charge basis, is costing our Company between \$25,000 and \$27,000.

E.F. Sienkiewicz